

In the Specification:

Please amend the title as follows:

~~METHOD AND APPARATUS FOR PROVISIONING, ASSIGNMENT,
MEASUREMENT AND AUDIT SERVICES PROVIDED TO CLUSTERED NETWORK
SITE USERS, AND TO GENERATE SERVICE LEVEL AGREEMENT REPORTS~~

METHOD AND APPARATUS FOR IMPLEMENTING
A SERVICE-LEVEL AGREEMENT

Please amend the specification at page 1 by replacing the paragraph beginning on line 9 with the following amended paragraph to correct the filing date of U.S. Provisional Patent Application Serial No. 60/110,350 as follows:

Priority is claimed to U.S. Provisional Patent Application Serial No. 60/110,350, entitled A SOFTWARE SYSTEM THAT PROVIDES A MECHANISM TO PROVISION, ASSIGN, MEASURE & AUDIT SERVICES OFFERED TO INTERNET/INTRANET SITE USERS, AND GENERATE QUANTIFIABLE REPORTS-SERVICE LEVEL AGREEMENTS (SLA) AND SLA REPORTING, filed ~~November 19, 1998~~ December 1, 1998, which is incorporated herein by reference.